United States Postal Service®

Quarterly Performance for Standard Mail®

Quarter II
FY2016

Overview

For Standard Mail® letters and non-Saturation flats, the service performance measurement system of the Postal Service™ uses documented arrival time at a designated postal facility to start the measurement clock, and an Intelligent Mail® barcode (IMb™) scan by an external, third-party reporter to stop-the-clock. Mail piece tracking from IMb™ in-process scans is used in conjunction with the external data to extrapolate results for the population of Standard Mail® using Full-Service Intelligent Mail®. Data collected by the Postal Service™ are provided to an independent, external contractor to calculate service measurement and compile the necessary reports. The system used for this reporting is called the Intelligent Mail® Accuracy and Performance System (iMAPS).

The external contractor determines service performance based on the elapsed time between the start-the-clock event recorded by the Postal Service™ and the stop-the-clock event recorded by anonymous households and small businesses that report delivery information directly to the contractor. The service measure consists of two parts: (1) how long mail pieces take to get through processing, and (2) how long mail takes from the last processing scan to delivery. The second portion is used as a delivery factor differential to determine the percent of all Standard Mail® delivered on the last processing date versus the percent delivered after the last processing date. Service performance is measured by comparing the transit time to USPS® service standards to determine the percent of mail delivered on time.

The Service Performance Measurement (SPM) application of the Full-Service Seamless Acceptance and Service Performance system (SASP) serves as the data source for iMAPS. SPM captures data from all Full-Service Intelligent Mail® and applies business rules for service measurement before sending data to iMAPS.

The service performance measure for DDU-entry Saturation flats involves the identification of major weekly Saturation mailings within delivery units. Delivery of these mailings is captured with a scan made by carriers at the completion of delivery of all pieces on the route. Service performance is measured by comparing the delivery date to the end date of the mailer requested in-home window to determine the percent delivered on time. Data from anonymous households reporting the receipt of these Saturation mailings are used to validate the accuracy of the carrier scans.

The service performance measurement system for Every Door Direct Mail (EDDM) – Retail™ uses the documented arrival time of a mailing at a retail unit to start the clock, using the point-of-sale scan when mail is handed to the Postal Service™, and an Intelligent Mail® parcel barcode (IMpb™) scan by a USPS® carrier to stop the clock. The delivery of bundles of EDDM-Retail™ pieces is captured with a scan made by carriers at the delivery unit upon distribution for delivery. Service performance is measured by comparing the total transit time of mailpiece bundles to the service standard to determine the percent delivered on time.

Results for DDU-entry Saturation flats and EDDM-Retail™ are combined with other destination entry Standard Mail in the Destination Entry scores in this report.

The service performance measure for Standard Mail® parcels with USPS Tracking™ serves as a proxy for measuring service performance for Standard Mail® parcels.

Limitations

Due to limited automated processing for Standard Mail® flats, the service performance results may not be representative of all Standard Mail® flats performance. While Destination Delivery Unit (DDU) entered Saturation flats and EDDM – Retail™ flats have been included this quarter, significant gaps in the coverage of non-Saturation/non- EDDM – Retail™ DDU-entry mail still remain and are excluded from the measurement.

Results for Standard Mail® parcels, which represent less than 0.1 percent of all Standard Mail®, are not included in the overall Standard Mail® results.

The delivery factor for Standard Mail® Letters was created using Standard Mail® Letters with Intelligent Mail® barcodes received by external reporters. Data for the delivery factor of Standard Mail® Flats were based on a combination of Standard Mail® Flats and Bound Printed Matter Flats with Intelligent Mail® barcodes as well as EXFC test flats received by external reporters. The EXFC and Bound Printed Matter Flats data were used to supplement the limited Standard Mail® Flats data available during this period.

Performance Highlights

National Destination Entry mail achieved performance of 91.5 percent on time in Q2, 5.8 points higher when compared to the same period last year, and 99.2 percent delivered within service standard plus three days. The Honolulu Performance Cluster led the nation in Destination Entry performance with 97.7 percent on time. Forty-Eight districts achieved an on time performance at or above the performance target of 91.0 for Destination Entry mail.

End-to-End entry National performance was 62.0 percent on time, 7.5 points higher when compared to the same period last year. In FY16 Q2, 89.5 percent of End-to-End entry standard mail was delivered within the service standard plus three days. The Alaska District had the highest End-To-End entry score with 86.3 percent on time.

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Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Capital Metro Area	**88.4**	**55.1**
Atlanta	91.8	55.5
Baltimore	81.4	50.4
Capital	80.7	46.1
Greater South Carolina	92.6	62.6
Greensboro	90.6	58.8
Mid-Carolinas	92.3	65.0
Northern Virginia	87.6	50.3
Richmond	87.3	48.3
Eastern Area	**94.4**	**63.6**
Appalachian	95.3	54.8
Central Pennsylvania	95.6	54.4
Kentuckiana	94.2	62.1
Northern Ohio	95.0	70.4
Ohio Valley	94.0	65.0
Philadelphia Metro	91.5	55.1
South Jersey	94.5	55.1
Tennessee	93.0	66.5
Western New York	96.3	63.2
Western Pennsylvania	96.7	78.1
Great Lakes Area	**90.7**	**59.8**
Central Illinois	92.5	56.1
Chicago	70.6	51.6
Detroit	88.4	58.1
Gateway	93.8	64.9
Greater Indiana	92.3	60.2
Greater Michigan	95.1	55.8
Lakeland	92.3	61.1
Northeast Area	**89.9**	**49.9**
Albany	92.5	53.2
Caribbean	94.7	63.6
Connecticut Valley	92.4	53.8
Greater Boston	90.6	52.3
Long Island	91.8	42.7
New York	84.4	53.9
Northern New England	93.0	47.5
Northern New Jersey	89.1	45.1
Triboro	81.6	55.1
Westchester	91.4	51.3
Pacific Area	**92.2**	**62.3**
Bay-Valley	93.8	64.0
Honolulu	97.7	65.2
Los Angeles	84.8	55.5
Sacramento	91.0	62.8
San Diego	92.8	61.2
San Francisco	93.0	58.1
Santa Ana	93.1	64.0
Sierra Coastal	95.6	68.7

Service Measurement performed and calculated by IBM Corporation

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Mailpieces Delivered Between 01/01/2016 and 03/31/2016

District	Destination Entry	End-To-End
	Percent On Time	Percent On Time
Southern Area	**91.8**	**67.0**
Alabama	94.9	63.1
Arkansas	95.0	64.8
Dallas	88.4	56.6
Fort Worth	93.3	69.3
Gulf Atlantic	93.1	66.8
Houston	89.2	76.4
Louisiana	90.0	68.8
Mississippi	94.4	65.1
Oklahoma	95.4	66.5
Rio Grande	95.1	65.5
South Florida	89.4	70.6
Suncoast	91.5	67.6
Western Area	**91.7**	**67.0**
Alaska	93.8	86.3
Arizona	92.1	62.0
Central Plains	90.9	66.6
Colorado/Wyoming	84.4	58.7
Dakotas	94.4	60.1
Hawkeye	92.2	69.4
Mid-America	95.5	74.3
Nevada-Sierra	93.9	68.4
Northland	89.2	64.1
Portland	95.7	65.5
Salt Lake City	93.9	64.6
Seattle	92.7	75.9
Nation FY2016 Q2	**91.5**	**62.0**

Nation FY2015 Q2(SPLY)	**85.7**	**54.5**

Nation FY2009 Annual	**86.4**	**70.7**
Nation FY2010 Annual	**83.4**	**59.0**
Nation FY2011 Annual	**70.3**	**38.4**
Nation FY2012 Annual	**82.0**	**56.5**
Nation FY2013 Annual	**88.8**	**63.3**
Nation FY2014 Annual	**89.9**	**63.5**
Nation FY2015 Annual	**89.1**	**59.6**
Nation FY2016 Q1	**88.4**	**58.4**

FY2016 Annual Target	**91.0**	**91.0**

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